

Food Program

Food Service Data Feedback Program

Headquarters
Department of the Army
Washington, DC
15 April 1988

Unclassified

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SUMMARY of CHANGE

AR 30-16

Food Service Data Feedback Program

This revision

- Changes the requirements for DD Form 1608(Unsatisfactory Material Report (Subsistence)) to be a stocked form rather than a locally reproduced form(para4-1,a).
- Updates the requirements for completing DD Form 1608 (para 4-2).
- Makes minor technical and administrative improvements and corrections.

Food Program

Food Service Data Feedback Program

By Order of the Secretary of the Army:

CARL E. VUONO
General, United States Army
Chief of Staff

Official:

R. L. DILWORTH
Brigadier General, United States Army
The Adjutant General

History. This UPDATE printing publishes a revision, which is effective 15 May 1988. Because the structure of the entire revised text has been reorganized, no attempt has been made to highlight changes from the earlier regulation dated 1 December 1984. This publication has been reorganized to make it compatible with the Army electronic publishing database. No content has been changed.

Summary. This regulation on the Food Service Data Feedback Program has been revised. This program provides a system for

evaluating the fitness or desirability of subsistence items for their intended use at the point of use. This regulation provides a means of identifying subsistence items that require the preparation of an Unsatisfactory Material Report, and procedures for testing items under the Subsistence Item Survey.

Applicability. This regulation applies to the Active Army, the Army National Guard and the U.S. Army Reserve.

Proponent and exception authority.
Not applicable

Impact on New Manning System. This regulation does not contain information that affects the New Manning System.

Army management control process.
This regulation is subject to the requirements of AR 11-2. It contains internal control provisions but does not contain checklists for internal control reviews. These checklists are contained in DA Circular 11-86-3.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited unless prior approval is obtained from HQDA (DALO-TST), WASH DC 20310-0564.

Interim changes. Interim changes to this

regulation are not official unless they are authorized by The Adjutant General. Users will destroy interim changes on their expiration dates unless sooner superseded or rescinded.

Suggested Improvements. The propponent agency of this regulation is the Office of the Deputy Chief of Staff for Logistics. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, U.S. Army Troop Support Agency (DALO-TAF-S), Fort Lee, VA 23801-6020.

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Glossary

* This regulation supersedes AR 30-16, 1 December 1984.

RESERVED

Chapter 1 Introduction

1–1. Purpose

This regulation establishes policies, responsibilities, and procedures for implementing the Food Service Data Feedback Program. It provides a means of collecting and evaluating data on subsistence that will—

- a. Improve the methods of handling, storage, and preparation of subsistence items for consumption.
- b. Improve the quality of issue subsistence supplied to the Army when dictated by the needs of the user.

1–2. References

a. Related publications are listed below. (A related publication is merely a source of additional information. The user does not have to read it to understand this regulation.)

- (1) AR 30–1, The Army Food Service Program.
- (2) AR 30–13, Introduction of New or Improved Subsistence Items into the Military Supply System.
- (3) AR 30–18, Army Troop Issue Subsistence Activity Operating Procedures.
- (4) AR 30–19, Army Commissary Store Operating Policies.
- (5) AR 702–11, Army Quality Program.
- (6) AR 735–11–2, Reporting of Item and Packaging Discrepancies.

b. DD Form 1608 (Unsatisfactory Material Report)(Subsistence) is a prescribed form. It is prescribed in paragraph 4–1 a.

c. SF 364 (Report of Discrepancy) is a referenced form.

1–3. Explanation of abbreviations and terms

Abbreviations and special terms used in this regulation are explained in the glossary.

1–4. The Food Service Data Feedback Program

This cooperative program is designed to check the fitness, desirability, and quality of troop issue food items at installations. It requires coordination among food service, veterinary, troop issue subsistence activity (TISA), and commissary personnel performing troop issue functions. The program serves the following purposes:

- a. Allows each person involved the opportunity to improve and maintain the quality of food items delivered to installations or served in dining facilities.
- b. Allows food service personnel to report on the quality and usability of food items issued for preparing meals with consideration given to factors such as available personnel, equipment, menus, recipes, and facilities.
- c. Provides information for the Defense Personnel Support Center (DPSC) to initiate warranty action against the contractor on items that do not meet specification requirements.
- d. Provides the means for the Army to service test a new or improved subsistence item that has been included in the military supply system.

1–5. Unsatisfactory Material Report (UMR) (Subsistence)

The UMR is a report on food items that are found unsuitable for the intended use in some identifiable and measurable way. The report pertains to foods obtained through military supply channels. The UMR applies to Army activities with—

- a. TISAs.
- b. Food service operations.
- c. Troop Support Agency (TSA) commissaries that handle specification subsistence items.
- d. Veterinary food inspection activities.
- e. Other activities that perform quality assurance functions.

1–6. Subsistence Item Survey (SIS)

The SIS applies to activities selected by TSA. The purpose of the SIS is to obtain information on handling, preparation, serving, and acceptability of selected food items. Army testing of new or improved subsistence items applies to units of the Army National

Guard and the U.S. Army Reserves when prior approval is obtained from the Chief, National Guard Bureau and the Chief, Army Reserve.

Chapter 2 Responsibilities

2–1. Deputy Chief of Staff for Logistics (DCSLOG)

DCSLOG will—

- a. Formulate policies for conducting the Food Service Data Feedback Program.
- b. Evaluate the effectiveness of the Food Service Data Feedback Program.

2–2. The Surgeon General (TSG)

TSG will—

- a. Provide veterinary personnel to advise and assist food service, TISA and commissary personnel to identify, verify, and report unsatisfactory specification food items.
- b. Require veterinary personnel to prepare UMRs on unsatisfactory food items found during receipt, cyclic, or other veterinary inspections.
- c. Perform veterinary inspections to support the SIS program.

2–3. Commander, U.S. Army Natick Research, Development, and Engineering Center (NATICK)

The Commander, NATICK will—

- a. Prepare specifications that reflect service requirements.
- b. Review UMRs to determine need for change in specifications.

2–4. Commanding General, U.S. Army Troop Support Agency (CG, TSA)

The CG, TSA will—

- a. Administer the Unsatisfactory Material Report(Subsistence) program under AR 702–11.
- b. Receive, check, and process UMRs to correct reported discrepancies.
- c. Manage the SIS program and identify survey items and procedures.
- d. Select new or improved items that will be service-tested by the Army under provisions of AR 30–13.
- e. Use data to—
 - (1) Review specifications.
 - (2) Standardize troop issue items.
 - (3) Review Army Food Program regulations.
 - (4) Review storage, handling, and issue practices.
- (5) Prepare requirements for the DOD Food Research, Development, Testing, and Engineering Program.
- (6) Determine the suitability of an item for use under prescribed food service conditions.

f. Provide information to the following:

- (1) DOD Food Planning Board.
- (2) Armed Forces Product Evaluation Committee.
- (3) Defense Personnel Support Center.
- (4) Armed Forces Recipe Service Committee.
- (5) U.S. Army Natick Research, Development, and Engineering Center.
- (6) U.S. Army Health Services Command.
- (7) Other military food service offices.

g. Report evaluated SIS data to HQDA (DALO–TST), WASH DC 20310–0564, within 90 days after close of the quarter.

2–5. Menu Boards

New Boards will—

- a. Identify subsistence items that are unsatisfactory or unsuitable for their intended use.

b. Ensure that these items are reported on an UMR.

Chapter 3 Subsistence Item Survey (RCS CSGLD-1668(R2))

3-1. Guidance for conducting SIS

a. TSA will—

(1) Designate three to five food items for evaluation each quarter, which will fall into the following categories:

- (a) Items known to cause problems to the user.
- (b) Items of high dollar value.
- (c) Items supplied under new or revised specifications or procurement policies.

(d) Items on which information has been requested by other Department of Defense (DOD) agencies.

(e) Items evaluated under cooperative programs with other military services (see *c* below).

(f) Representative items from the supply system.

(2) Provide survey material to participating installations in sufficient time to plan and complete the survey report.

(3) Select installations to conduct service tests in coordination with the appropriate major Army command(MACOM).

(4) Determine test procedures and reporting requirements.

(5) Provide testing installations with letters of instructions regarding all aspects of the evaluation, which include—

(a) Recipes, if necessary.

(b) Questionnaires for food service, consumers, TISA personnel, and commissary management responsible for a TISA mission.

b. The installation food adviser will administer the local SIS.

c. Veterinary personnel will complete the food inspection part of the SIS. Guidelines to veterinary food inspectors are provided by Commander, Air Force Engineering and Services Center, as their part of the cooperative evaluation program (*a*(1) *e* above).

d. TISA/commissary personnel are responsible for supporting the food adviser and are required to complete the TISA questionnaire of the SIS.

3-2. Preparing the SIS Report

a. SIS composition.

The SIS normally consists of four parts.

(1) The veterinary section of the report is a technical evaluation of the product, using specifications and other procurement documents to classify and describe deficiencies found in a statistical sample of the survey item. The supporting veterinary service will report items that exhibit unwholesome characteristics.

(2) The TISA section of the report covers management and handling of items within the TISA/commissary.

(3) The food service section of the report evaluates storage, preparation, and serving of items at the dining facility level.

(4) The consumer section permits the soldier to evaluate the acceptability of the food items served in the dining facility.

b. SIS administration.

Detailed directions will accompany the SIS. Survey instructions must be followed carefully to obtain valid data.

(1) Frequency and scheduling.

Items selected will be examined during the quarter designated in the survey material. The installation food adviser may select the serving time for items so that data collection will not interfere with normal work schedules.

(2) Identification of items.

The information in (*a*) through (*g*) below will be collected during the veterinary evaluation. This data must be related to the item that is subsequently issued to the dining facility. If the lot is improperly identified, an UMR cannot be properly prepared.

(a) Contract numbers.

(b) Lot code numbers.

(c) Names and addresses of contractors.

(d) Product name and stock numbers.

(e) Date of pack.

(f) Dates of receipt.

(g) Quantities.

(3) *Evaluation of quantity.* This quantity will be the amount from one production lot received by an installation.

(a) The veterinary evaluation sample and inspection levels will be obtained from detailed information provided in the survey material.

(b) The TISA portion will be based on the amount of the production lot received at the installation.

(c) The food service portion will be based on the amount of the production lot issued to the participating dining facility for one meal.

(d) The consumer portion will be based on the amount served to a soldier.

(4) *Preparation of the UMR.* Survey instructions provide guidance on preparing a UMR resulting from the veterinary portion of the SIS. Chapter 4 explains the preparation of an UMR required from other portions of the SIS evaluation.

(5) *Accuracy in survey completion.* Accurate entries are essential to both obtain valid results of the survey and provide a basis for action to maintain the quality of subsistence in the Army Food Program.

(6) *Non-item factors.* Factors such as equipment, facilities, training of personnel, menus, recipes, storage, and packaging should be considered; they may affect the ability of the dining facility to use a particular food item. An item may be considered unsatisfactory when the real problem might be factors relating to inadequate refrigeration.

(7) *Completed survey material.* Surveys are to be returned to TSA within 15 working days after completion.

3-3. Evaluation of data

TSA will process and evaluate information from the SIS as follows:

a. Process the SIS.

(1) Tabulate surveys and inform the submitting installation food adviser of results.

(2) Consolidate the data by item.

(3) Correlate the data received from all parts of the SIS.

(4) Prepare quarterly summary reports on all items.

(5) Prepare summary reports on all tested subsistence items and provide copies to each participating installation and MACOM.

b. Evaluate the data.

(1) Determine if survey items satisfactorily meet Army requirements.

(2) Determine the aspects of product and specific use that need improvement.

Chapter 4 Unsatisfactory Material Report (Subsistence)

4-1. Items reported on UMR

a. The following deficiencies on subsistence received from supply sources established by Defense Personnel Support Center (DPSC) or other military procurement agencies will be reported on DD Form 1608 (Unsatisfactory Material Report (Subsistence)). DD Form 1608 is available through normal supply channels.

(1) Unwholesome products, for example, foreign material, bacterial contamination, spoilage, and insect or rodent infestation or contamination.

(2) Unsatisfactory product characteristics, for example, off flavor; improper size, texture, color or odor; difficult to mix, rehydrate or open; or time consuming to prepare.

(3) Subsistence items that do not meet the specifications.

b. Do not report the following items on DD Form 1608.

(1) Damages caused by inadequate packaging, packing, or marking. SF 364 (Report of Discrepancy) should be used to report packing or packing damages and marking deficiencies.

(2) Loss resulting from mishandling and improper storage at the installation.

(3) Discrepancies or losses that are resolved, corrected, or adjusted at the installation level, for example, credit on fresh fruits and vegetables (FF& V) received from Defense Supply Office (DSO).

(4) Losses or damages resulting from shipper discrepancies and carrier mishandling.

4-2. Preparation of DD Form 1608

a. The UMR will be started by the individual at the activity who first identifies the deficiency, for example, cook or food service sergeant at a dining facility, TISO, commissary officer, or veterinary food inspector. The initiating activity should place a sample on hold or request the veterinary service to submit a sample to the regional laboratory for detailed analysis.

b. Preparation of the report may require timely coordination between food service, TISA, commissary and veterinary personnel.

(1) The TISO/commissary officer will supply information on the source of shipment, date supplies are received, TISA requisition number, and size of lot or shipment received at the installation.

(a) The TISO/commissary officer will retain a sample on hold until disposition instructions are received.

(b) The TISO/commissary officer will submit an SF 364 with the UMR to claim credit for losses due to receipt of unsatisfactory products from DPSC.

(2) The veterinary food inspector will supply information on conformance to specifications, contamination, or fitness for human consumption. A veterinary condemnation certificate will be provided to the TISA to support requests for credit submitted on SF 364.

(3) The preparer will obtain all other information from the item or shipping containers.

c. Food service personnel may submit official subsistence complaints on DD Form 1608 by following a set of supplemental instructions shown in figure 4-2.

d. Use of the form for recommending product improvements normally will not require coordination with the veterinarian.

e. A sample UMR is provided at figure 4-1 and explanation provided in paragraph 4-5.

f. Assistance in preparing UMRs can be obtained by calling TSA (AUTOVON 687-4147 or commercial 804-734-4147), or by asking the TSA Food Management Assistance Teams (FMAT) during their visits.

4-3. Severe item deficiency

a. Notify TSA by telephone when a severe item deficiency is found. Severe item deficiencies include—

(1) Potential health hazard, for example, off-odor, off-color, off-flavor product.

(2) Confirmed health hazard, for example, products containing foreign objects (wire, glass, etc.).

(3) Significant deviation from specifications, for example, not

product specified, does not perform as specified, or not usable as received.

b. Immediate notice allows quick action to place wholesale stocks on 'hold'. If appropriate, warranty action can also be taken against the supplier. Information required is the same as on DD Form 1608. A DD Form 1608 should be submitted within 3 working days with the following annotation in the narrative description block 'Confirmation of Telephone Call.'

4-4. Evaluation of UMR

a. TSA evaluation of UMR will include the following:

- (1) Validating submission.
- (2) Acknowledging receipt.

(3) Sending UMR to DPSC. DPSC, as the assigned coordinated procurement activity for central acquisition of subsistence, will monitor contractor performance and start warranty or other corrective action based on the UMR submitted.

(4) Reviewing procurement activity's response.

(5) Endorsing response to submitter with additional comments or guidance. If the corrective actions were inappropriate, the submitter should resubmit the UMR with additional information to support reconsideration.

b. An UMR submitted as a result of a SIS will be acted upon as shown in a above and included as quality documentation in the SIS evaluation report.

4-5. Explanation of sample UMR

a. As stated in the completed UMR shown in figure 4-1, the preparer did not like the amount of fat present and the size of the pieces. The preparer or the installation food adviser should then request veterinary inspection of the product. The veterinarian will coordinate with the TISO/commissary officer to inspect a larger sample of the product and obtain information for items 9 through 16.

b. In this example fat was excessive but piece sizes were within the specification requirements. The UMR will be sent to TSA, who, in turn, will acknowledge receipt of the UMR and forward it to DPSC for possible warranty action based on fat content. TSA will also take one or more of the following actions to determine if piece sizes should be changed:

(1) Recommend that the Armed Forces Product Evaluation Committee evaluate the product for piece size.

(2) Initiate a survey under the SIS PROGRAM.

(3) Solicit comments from non-SIS installations.

c. Finally, the preparer of the UMR will be informed of the results of action taken on the UMR.

UNSATISFACTORY MATERIAL REPORT (Subsistence)					SEE INSTRUCTIONS ON REVERSE SIDE		1. DATE PREPARED (YYMMDD)		
2A. NAME OF RECEIVING ACTIVITY Commander US Army Troop Support Agency					3A. NAME OF ORIGINATING ACTIVITY 240th Transportation Dining Facility				
2B. ADDRESS (Include Street, City, State and ZIP Code) ATTN: DALO-TAF-S Fort Lee, VA 23801					3B. ADDRESS (Include Street, City, State and ZIP Code) Bldg P-9300 Fort Lee, VA 23801				
4A. ITEM NOMENCLATURE Beef for Stewing, Diced, Frozen					4B. SIS EVALUATION <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				
5. NATIONAL STOCK NUMBER 8905-00-177-5017					6. SPECIFICATION NUMBER / IMPS NUMBER 135 A IMPS for fresh beef				
7A. NAME OF CONTRACTOR Bargain Beef					8. SOURCE OF SHIPMENT (Depot, Distribution Point, Direct Vendor Delivery, etc.)				
7B. PLANT ADDRESS (Include Street, City, State and ZIP Code) 1 Long Street St. Louis, MO 64803					Cheatham Supply Point				
9. CONTRACT NUMBER DLA18H-82-C-0801		10. CONTRACTOR LOT NUMBER 9		11. PRODUCT CODE NR		12. DATE OF PACK (YYMMDD) 81/12/12			
13. REQUISITION NUMBER W26QKQ21370201		14. DATE SUPPLIES RECEIVED 82/06/091		15. SIZE OF LOT/SHIPMENT A. CASES 100 CS		16. QUANTITY ON HAND B. UNITS 4915 lbs 50 CS			
FOR ALL USERS (Food Service, Commissary, Veterinary, Troop Issue Subsistence, Etc.)									
17. NARRATIVE DESCRIPTION OF UNSATISFACTORY QUALITY AND IDENTIFICATION OF DEFECTS In preparing Braised Beef Cubes AFT# L-17, it was necessary to trim excess fat and to cut the lean meat into smaller pieces. Fat trimmed off weighed 5 pounds. It took 2 man hours to get the meat from one case ready to use in the recipe.									
18. RECOMMENDATIONS That the requirements be changed to allow less fat and to have smaller pieces.									
19A. NAME OF VERIFYING OFFICIAL (Last, First, MI) Carr, D. O.			19B. GRADE E-7			19C. SIGNATURE <i>D. O. Carr</i>			
19D. TELEPHONE NUMBER (A-AUTOVON C-COMM) A (123) 4567 C (100) 723-4567			19E. TITLE Food Service Sergeant			19F. DATE (YYMMDD) 83/01/05			
INSPECTION RESULTS (When appropriate, report can be forwarded by users without this section being completed)									
20A. TYPE OF EXAMINATION	20B. INSPECTION LEVEL	20C. AQL	20D. CLASS OF DEFECT	20E. ACCEPTANCE NUMBER	20F. REJECTION NUMBER	20G. SAMPLE SIZE	20H. NUMBER OF DEFECTS OR DEFECTIVES	20I. SAMPLE UNIT	
Piece Size	S-3	1.5	Minor	0	1	3	0	bag	
Fat Thickness	S-3	1.5	Minor	0	1	3	10	bag	
21A. TYPED NAME OF AUTHORIZED INDIVIDUAL PERFORMING INSPECTION (Last, First, MI) Spect, Glen			21B. GRADE SP5			21C. SIGNATURE <i>Glen Spect</i>			
21D. TELEPHONE NUMBER (A-AUTOVON C-COMM) A (123) 9876 C (100) 123-9876			21E. TITLE Vet Food Inspector			21F. DATE (YYMMDD) 83/01/05			

DD FORM 1608
82 SEP

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Figure 4-1. Figure 4-1. Sample of a completed DD Form 1608

Table 4-2

Item	Instructions
1	Enter date
2A and 2B	Send to U.S. Army Troop Support Agency, ATTN: DALO-TAF-S, Fort Lee, VA 23801
3A and 3B	Originator and Address: Enter name and address of activity/unit submitting UMR.
4A	Item nomenclature: Enter the name of the product (i.e., Beans, green).
5	National Stock Number: Enter the NSN as shown on shipping container.
9	Contract Number: Enter the contract number obtained from the shipping containers. If case is not available, contact TISA for help.
17	Description of complaint: Tell what is wrong with the product.
19C	Originators name (printed) and signature.
19D	AUTOVON phone number

Note: The above information may be hand written.

Figure 4-2. Supplemental instruction for DD Form 1608

Glossary

Section I Abbreviations

AR

Army Regulation

ARNG

Army National Guard

DOD

Department of Defense

DPSC

Defense Personnel Support Center

DSO

Defense Supply Office

FF&V

fresh fruits and vegetables

HQDA

Headquarters, Department of the Army

MACOM

Major Army Command

ODCSLOG

Office of the Deputy Chief of Staff for Logistics

R

reproducible

SF

standard form

SIS

subsistence item survey

TISA

troop issue subsistence activity

TISO

troop issue subsistence officer

TSA

Troop Support Agency

UMR

Unsatisfactory Material Report

USAR

United States Army Reserve

Section II

Terms

Color

An appearance characteristic of a food that aids in the identification of its condition. Color may be described as normal for the product, unattractive, or unnatural.

Flavor

A comprehensive term that refers to the four primary sensations (sweet, salty, sour, bitter). Terms used to describe flavor are too sweet,

salty, sour, bitter, bland, over spiced, oxidized, metallic, rancid, chemical taste, unpleasant aftertaste, burnt, harsh, sharp, stale, tart, and appropriate for product.

General appearance

A term that refers to the size, shape, and surface characteristics of a food item. Shape may be described as natural or distorted. Terms used to describe size are: appropriate, too large, too small, too thick, too thin. Surface may be described as natural, too smooth, rough, slimy or crystalline.

New or improved subsistence items

An item proposed for entry into the supply system for which development of a specification is necessary, or an item that has undergone major revision in basic composition, method of preparation, type of packaging, or technique of preservation

Odor

A characteristic of a food item that makes it perceptible to the sense of smell. Terms used to describe odor are fragrant, acid, burnt, sour, rancid, putrid, medicinal, musty, pungent, stale, and tainted.

Production lot

Food items for each lot of supplies are identified by a contractor's code. Thus, each lot can be distinguished from other lots produced by the same contractor. Generally, the code is embossed on can lids or printed on primary container labels.

Texture

A physical property of a food item that is perceived as tender or tough, and crisp or soft. Other terms used to describe texture are too tender, too tough, too soft, too brittle, rough, smooth, sticky, crusty, crumbly, gummy, chewy, pasty, oily, soggy, soupy, spongy, or gooey.

Unsuitable for intended use

Items that fail to satisfy the user's need. The defects may be minor; the items may not measure up to expected taste, texture, or appearance but are usable, or the defects may be severe such as an unsatisfactory or unwholesome product condition. Other unsuitable conditions are those that interfere with the user's ability to properly identify, handle, or manage food items because of marking, packing, or packaging deficiencies. An item may no longer be usable for its intended purpose due to chemical, physical, or microbial changes. For example, old spices with deteriorated flavor and aroma, crystal formation in syrups, or aged leavening agent which will not create a proper baked product, as shown in the Armed Forces Recipe Service

Warranty

A guarantee that an item will perform as stated and within the time limits of the contract. If the product does not meet the contract

requirements within the time limits, the Government may take action against the contractor and recover all or a portion of the costs of the item. Warranty actions must be taken before the time limit specified in the contract has expired. The critical factor in taking warranty action is timely reporting.

Section III

Special Abbreviations and Terms

This section contains no entries

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